

Current Application Summaries

Agency – Division: Utah State Tax Commission – Motor Vehicle Enforcement Division

Application Name & Description: MVED Business Renewal – Renewal of motor vehicle related businesses via the Internet. This application, which began in May 2003, allows Motor Vehicle dealers to pay for license renewals via the Internet by using their credit cards. The cardholder is charged a convenience fee to use this application, so only MasterCard, Discover Card and American Express are being accepted, However, effective May 3rd, the cardholder will no longer be charged the convenience fee; it is expected Visa acceptance will begin.

Credit Cards Accepted: Visa, MasterCard, Discover & American Express

Application Transaction Type: Web Payment

Authorization Response: 5 Seconds or less

Hardware: N/A

Software Integration: N/A

Reporting & Reconciliation Requirements: Reconciliation file must be downloadable into an Excel Report. For Revenue Accounting to properly reconcile the transactions that occur from this application, we require that the credit card transaction carry a unique reference number that is generated by our application. In our current process, a third-party vendor receives this number along with the information needed for it to submit a credit card transaction for authorization. We also require the ability to download detailed credit card transaction information, including credit card number, authorization code, date, and amount, as needed, to identify any chargeback or reversal incurred with the original payment.

Helpdesk Requirements: N/A

Agency – Division: Utah State Tax Commission – Motor Vehicle Enforcement Division

Application Name & Description: MVED Purchase Permits – Purchase motor vehicle temporary permit pads via the Internet. This application, which began in May 2003, allows Motor Vehicle dealers to order books of temporary permits via the Internet by using their credit cards. The cardholder is charged a convenience fee to use this application, so only MasterCard, Discover Card and American Express are being accepted, However, effective May 3rd, the cardholder will no longer be charged the convenience fee. Therefore, it is expected Visa will begin being accepted at that time.

Credit Cards Accepted: Visa, MasterCard, Discover & American Express

Application Transaction Type: Web Payment

Authorization Response: 5 Seconds or less

Hardware: N/A

Software Integration: N/A

Reporting & Reconciliation Requirements: Reconciliation file must be downloadable into an Excel Report. For Revenue Accounting to properly reconcile the transactions that occur

from this application, we require that the credit card transaction carry a unique reference number that is generated by our application. In our current process, a third-party vendor receives this number along with the information needed for it to submit a credit card transaction for authorization. We also require the ability to download detailed credit card transaction information, including credit card number, authorization code, date, and amount, as needed, to identify any chargeback or reversal incurred with the original payment.

Helpdesk Requirements: N/A

Agency – Division: Utah State Tax Commission – Motor Vehicle Enforcement Division

Application Name & Description: MVED Permit Audit – Perform an on-line audit of temporary permits (includes clearing and paying for permits). This application, which began in May 2003, allows Motor Vehicle dealers to pay for permit audits via the Internet by using their credit cards. The cardholder is charged a convenience fee to use this application, so only MasterCard, Discover Card and American Express are being accepted. However, effective May 3rd, the cardholder will no longer be charged the convenience fee. Therefore, it is expected Visa will begin being accepted at that time.

Credit Cards Accepted: Visa, MasterCard, Discover & American Express

Application Transaction Type: Web Payment

Authorization Response: 5 Seconds or less

Hardware:

Software Integration: N/A

Reporting & Reconciliation Requirements: Reconciliation file must be downloadable into an Excel Report. For Revenue Accounting to properly reconcile the transactions that occur from this application, we require that the credit card transaction carry a unique reference number that is generated by our application. In our current process, a third-party vendor receives this number along with the information needed for it to submit a credit card transaction for authorization. We also require the ability to download detailed credit card transaction information, including credit card number, authorization code, date, and amount, as needed, to identify any chargeback or reversal incurred with the original payment.

Helpdesk Requirements: N/A

Agency – Division: Utah State Tax Commission – Processing Division

Application Name & Description: Withholding Tax Electronic Funds Transfer –

Credit Cards Accepted: Other

Application Transaction Type: ACH

Authorization Response: 10-15 Seconds

Hardware: None

Software Integration: N/A

Reporting & Reconciliation Requirements: Document Control System

Helpdesk Requirements: N/A

Agency – Division: Utah State Tax Commission – Technology Management

Application Name & Description: Motor Vehicle Administration (MVA) – This application is used to title and register motor vehicles in the state.

Credit Cards Accepted: Visa, MasterCard, Discover & American Express

Application Transaction Type: Other

Authorization Response: 5 - 10 Seconds

Hardware: Verifone-Everest Plus

Software Integration: Must meet ISO 8583 Authorization network processing specification for leased line merchants.

Reporting & Reconciliation Requirements: Must meet ISO 8583 Authorization network processing specification for leased line merchants. Settlement response must be within 12 hours.

Helpdesk Requirements:

Agency – Division: Utah State Tax Commission – Administration/Division of Motor Vehicles

Application Name & Description: Credit and debit card acceptance in motor vehicle offices - In October 2003, we began allowing Utah vehicle owners the option of paying for their fees and taxes in motor vehicle offices statewide with their credit or debit cards. Additionally, we allow people who mail-in their renewals to pay via their credit cards.

Credit Cards Accepted: Visa, MasterCard, Discover & American Express & Debit Cards

Application Transaction Type: Point of Sale (POS)

Authorization Response: 5 Seconds or less

Hardware:

Software Integration: N/A

Reporting & Reconciliation Requirements: Credit and debit card transaction information is captured by the state's motor vehicle application at the point of sale and settled at the end of the business day. To reconcile, Revenue Accounting matches the Authorization Code, the Reference Number, and the amount captured in the state's application with the data provided by our Merchant Services provider. Therefore, we require that the Authorization Code, the Reference Number, and the amount be available from our Merchant Services provider on a daily basis, and that the data is capable of being downloaded into a file format, preferably Excel. Additionally, we require the ability to identify any chargebacks or reversals incurred on credit cards with their original payments.

Helpdesk Requirements: N/A

Agency – Division: Utah State Tax Commission – Administration/Division of Motor Vehicles

Application Name & Description: Renewal Express. This application, which began in September 2000, allows Utah vehicle owners to renew their motor vehicles, boats, off-highway vehicles, trailers, motorcycles, and snowmobiles via the Internet by using their credit cards.

Credit Cards Accepted: Visa, MasterCard, Discover & American Express

Application Transaction Type: Web Payment (web renewal?) (EFT)

Authorization Response: 5 Seconds or less

Hardware:

Software Integration: N/A

Reporting & Reconciliation Requirements: For Revenue Accounting to properly reconcile the transactions that occur from this application, we manually match each credit card transaction with its respective vehicle. Therefore we require the ability to download, preferably in an Excel format, credit card transactions on a daily basis. These transactions would have to include the date, the credit card number, the authorization code, and the dollar amount, which we will use to match with individual vehicles that are being renewed. We also require the ability to identify any chargebacks or reversals incurred on credit cards with their original payments.

Helpdesk Requirements: N/A

Agency – Division: Utah State Tax Commission – Administration

Application Name & Description: Payment Express. This application, which began in January 2003, allows Utah taxpayers to pay their taxes via the Internet by using their credit cards or by doing electronic checks (e-checks). Because the taxpayer is charged a convenience fee to use this application, we only accept Master Card, American Express, and Discover Card for credit card processing.

Credit Cards Accepted: MasterCard, Discover & American Express & E-checks

Application Transaction Type: Web Payment & Electronic Check

Authorization Response: 5 Seconds or less

Hardware:

Software Integration: N/A

Reporting & Reconciliation Requirements: For Revenue Accounting to properly reconcile the transactions that occur from this application, we require that the e-check and credit card transaction carry a unique reference number. In our current process, a third-party vendor generates this number. We also require the ability to identify any chargebacks or reversals incurred on e-checks or credit cards with their original payments.

Helpdesk Requirements: N/A

Agency – Division: Utah State Tax Commission – Administration

Application Name & Description: Sales Tax EFT. The USTC has enjoyed a successful Electronic Funds Transfer (EFT) program since 1992. Approximately 2,500 Utah taxpayers use ACH Debit to initiate their EFT payments. These taxpayers accounted for approximately 60% of the \$3.2 billion dollars in Sales and Sales-related taxes collected via EFT in 2003. Approximately 600 taxpayers use ACH Credit to initiate their EFT payments and accounted for approximately 40% of the Sales and Sales-related taxes collected via EFT. These taxes include: State and Local Sales and Use Tax, Transient Room Tax, Resort Communities Tax, Tourism, Recreation, Cultural, and Convention Facilities Tax (Vehicle), Tourism, Recreation, Cultural, and Convention Facilities Tax (Restaurant), Waste Tire Fee, Municipal Energy Sales and Use Tax, and the Emergency Service Telephone Charge.

The current ACH Debit method relies upon either telephone calls or an Internet website to initiate the EFT. It is expected that these two methods will continue to be the primary means of initiating the EFT; however, we would be interested in reviewing proposals that allow Utah taxpayers to initiate their EFT via other means, such as flat file transmissions.

Utah taxpayers are allowed up through the last day of the month following the tax collection period to initiate their tax payment. Funds must be deposited into the state's bank account no later than the first day of the following month to be considered a timely payment. (For example, taxpayers are allowed up through August 31 to initiate their July tax payment. To be timely, these July taxes must be deposited into the state's bank account no later than September 1.)

Credit Cards Accepted: None

Application Transaction Type: EFT

Authorization Response: 5 Seconds or less

Hardware:

Software Integration: N/A

Reporting & Reconciliation Requirements: Revenue Accounting must be able to receive the addenda records for all EFT payments to reconcile with the deposits and to export to the tax system for credit.

Helpdesk Requirements: We require that personnel be available to set up ACH Debit taxpayer account information, and to assist in account additions, changes, corrections, and deletions. Traditionally, the Tax Commission has worked with the taxpayer and the contractor to set up and maintain the ACH Debit accounts; however, we would be interested in reviewing proposals for the contractor to perform these services directly with the taxpayer.

Agency – Division: Department of Public Safety– Drivers License Division

Application Name & Description: Services for licenses, ID cards, MVR's, Reinstatement fees, etc.

Credit Cards Accepted: Visa, MasterCard, Discover & American Express

Application Transaction Type: Point of Sale (POS)

Authorization Response: 10-15 Seconds

Hardware: Verifone-PIN Pad 2000, Hypercom-T7P Thermal, Hardware is owned

Software Integration: N/A

Reporting & Reconciliation Requirements: Breakdown by card type, location, date, total by card type, detailed transactions, daily statements

Helpdesk Requirements: Experienced personnel, prompt response. Central location to request special supplies (logos, etc)

Agency – Division: Department of Natural Resources – Parks & Recreation

Application Name & Description: The Division of Parks and Recreation accepts credit cards for payment at numerous locations.

Credit Cards Accepted: Visa & MasterCard.

Application Transaction Type: Point of Sale (POS)

Authorization Response:

Hardware: In regards to hardware, we have many different PIN Pads, Printers, and Imprinters. Hardware is owned.

Software Integration:

Reporting & Reconciliation Requirements:

Helpdesk Requirements:

Agency – Division: Department of Administrative Services– Finance or Financial Services

Application Name & Description:

Credit Cards Accepted: Other

Application Transaction Type: Other

Authorization Response: 10-15 Seconds

Hardware: Other, Hardware is neither owned or leased.

Software Integration: N/A

Reporting & Reconciliation Requirements:

Helpdesk Requirements:

Agency – Division: Department of Health– Finance or Financial Services

Application Name & Description:

Credit Cards Accepted: Visa, MasterCard, Discover & American Express

Application Transaction Type: Other

Authorization Response: 10-15 Seconds

Hardware: Other, Hardware is owned

Software Integration: We are using a phone connect thru IC-Verify recommended by Wells Fargo Bank.

Reporting & Reconciliation Requirements:

Helpdesk Requirements:

Agency – Division: Department of Administrative Services – Fleet Operations

Application Name & Description:

Credit Cards Accepted: Visa & MasterCard.

Application Transaction Type: Telephone

Authorization Response: 10-15 Seconds

Hardware: Hypercom-T7P Thermal, Hardware is owned

Software Integration: N/A

Reporting & Reconciliation Requirements: Monthly reconciliation of Bank Statements with Finet Transactions.

Helpdesk Requirements:

Agency – Division: Office of Recovery Services – Administration

Application Name & Description: We currently take credit card payments for walk-ins and over the phone. We plan to take web payments within a year.

Credit Cards Accepted: Visa, MasterCard, Discover & American Express

Application Transaction Type: Point of Sale (POS)

Authorization Response: 10-15 Seconds

Hardware: Hypercom-7P, Hypercom-T7P Thermal, Hardware is owned

Software Integration: N/A

Reporting & Reconciliation Requirements:

Helpdesk Requirements:

Future Application Summaries

Future applications are only provided as informational to prospective bidders. All bidders should note that this section should not be a consideration in the preparation of the Price Bid. Any future applications will be subject to price negotiations and amendment to the statewide

contract at the time of development. This section is not intended to be all-inclusive but merely represent known possibilities.

Check 21

The "Check Clearing for the 21st Century Act (Check 21) was signed into law on October 28, 2003, and will become effective on October 28, 2004. Check 21 is designed to foster innovation in the payments system and enhance its efficiency by reducing some of the legal impediments to check truncation. The law facilitates check truncation by creating a new negotiable instrument called a substitute check, which would permit state agencies to truncate original checks, to process check information electronically, and to deliver substitute checks to banks that want to continue to receive paper checks. The substitute check would be the legal equivalent of the original check and would include all the information contained on the original check.

Check 21 would permit those state agencies with the technology and equipment/hardware and software to truncate paper checks during processing and either transmit images and data in place of the physical check for clearing or present a "substitute check", which can be created from an electronic check image. However, to be the legal equivalent, the "substitute check" would (1) contain an image of the front and back of the original check at the time it was truncated, (2) contain the MICR line, so that it can be processed on standard check processing equipment, (3) conform to industry standards (ANSI X9.90) for substitute checks, (4) include identification of the financial institution that created the "substitute check", and (5) bear a legend and all endorsements that indicates that it is the legal equivalent of the original check.

During the Operations Phase of the Contract the Contractor may be requested to accept "substitute checks" or considerable more preferably electronic images and data of original checks.

EFT Registration System

Currently, some State agencies utilizes the services of a third-party service provider for the acceptance, transmission, and processing of EFT transactions. The registration process is conducted by the State agency. In the event a State agency or other using political subdivision desires to have the registration process conducted by the EFT payment processor the requirements and functionality that may be required are contained in the Procurement Library.